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South Carolina State Library

Strategic Plan

1996 - 1999



SOUTH CAROLINA

STATE
LIBRARY

1996

S. C. STATE LIBRARY

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STATE DOCUMENTS

South Carolina State Library

Strategic Plan

1996 - 1999

SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 1996-1999

INTRODUCTION

The staff of the South Carolina State Library has developed a strategic plan which charts the direction of the agency to the year 1999. In developing the plan, the staff considered where we are now, envisioned where we want to go, and outlined major paths we will take to reach our destination. We realize specifics of the plan may change in response to occurrences in the dynamic environment of today's information age.

The basic elements of the plan are:

- Mission
- Values
- Vision
- Role Statements
- Strategic Issues
- Goals

ANNUAL GOALS AND OBJECTIVES PLAN

The State Library will develop annual goals and objectives based upon the strategic plan. In developing this document, all departments of the State Library will identify objectives which contribute toward the attainment of goals and strategic goals. This document is approved by the State Library Board.

ANNUAL BUSINESS PLAN

The State Library will develop an annual business plan based upon the Annual Goals and Objectives. In this plan, all departments of the State Library will identify specific activities they will perform in meeting objectives. These activities will be relevant, specific and able to be completed within the planning year. The Annual Business Plan will be the compilation of all departments' actions for the year as they relate to the Annual Goals and Objectives. Progress will be reported quarterly.

ANNUAL REPORT OF ACCOMPLISHMENTS

This report will provide the opportunity of accessing progress towards our vision.

The plan was approved by the S.C. State Library Board on July 24, 1996.

SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 1996-1999

I. MISSION

The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural, and recreational needs of the people of South Carolina.

II. VALUES

A. QUALITY

The South Carolina State Library endeavors to provide services of the highest quality.

B. KNOWLEDGE

The South Carolina State Library believes that a well-trained and knowledgeable staff is its greatest asset.

C. FREEDOM OF INFORMATION

The South Carolina State Library believes freedom of expression is a fundamental right of a democratic society and supports the Library Bill of Rights and the Freedom to Read Statement.

D. ACCESS TO INFORMATION

The South Carolina State Library believes that all citizens regardless of their location or means should have access to library and information services.

E. EQUITABLE TREATMENT

The South Carolina State Library provides services to its customers in a fair and unbiased manner.

III. VISION

The South Carolina State Library is a major leader in the planning and implementation of effective informational and library services for the people of South Carolina. It is a vital component of the State's information infrastructure.

IV. ROLE STATEMENTS

A. STATEWIDE LIBRARY COOPERATION

The South Carolina State Library has a proactive role in developing initiatives and strategies to assure that libraries statewide, regardless of type, interact to obtain the maximum benefit from their collections and offer services to meet the needs of the citizens of South Carolina.

B. PUBLIC LIBRARY DEVELOPMENT

The South Carolina State Library has the responsibility to support the development of effective public library services. The people of South Carolina depend on public libraries as an essential community resource. Libraries offer a variety of materials and services for information, enjoyment, and independent learning. Building on a heritage of serving all, regardless of means or ability, public libraries will continue to guarantee South Carolinians access to information needed to meet the challenges of the 21st Century.

C. INFORMATION SERVICE

The South Carolina State Library is an information center providing information services to South Carolinians through their local libraries, to state government personnel, and to individuals unable to use conventional print materials due to physical handicaps. Its services support the educational development of the citizens of South Carolina, thereby increasing the quality of life. As a unit of state government, the State Library provides information services which contribute to a well-informed workforce resulting in a more efficient state government operation.

V. STRATEGIC GOALS TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public library.

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community.

Goal 4. Provide technical assistance in planning for and management of library resources.

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

Goal 3. Develop strategies for increasing funding for libraries in South Carolina.

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

SOUTH CAROLINA STATE LIBRARY

Goals and Objectives 1996-1997

Supplement to Strategic Plan 1996-1999

STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Objectives:

- a.** Develop a plan to expand access to State Library's Interlibrary Loan Service to all secondary schools in the state.
- b.** Provide online access to the South Carolina Union List of Periodicals via the Internet.
- c.** Provide online access to detailed holdings of the State Library's periodicals collection.
- d.** Enhance the State Library's home page and encourage citizens, libraries, and state government employees to use it as an access point for information.
- e.** Develop a pilot project for local libraries to access the State Library's Interlibrary Loan Service via the Internet.
- f.** Update the SC Foundation Directory and provide online access.

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Objectives:

- a.** Develop a plan to make State Library databases accessible to both in-house and remote users who are unable to read computer screens due to a disability.
- b.** Develop a mechanism for encouraging the use of adaptive technology in the development of homepages by state government agencies and South Carolina libraries.
- c.** Develop and implement an action plan encouraging public libraries to promote the use of DBPH services.

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

Objectives:

- a.** Investigate providing cataloging and database services for collections held by other state agencies.
- b.** Develop methods for state government employees to place requests online.

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public libraries.

Objectives:

- a. Produce standards/guidelines for evaluation of public libraries and public library services.
- b. Initiate a statewide library planning process involving all public library directors.
- c. Develop a plan to meet requirements of new federal library legislation.
- d. Obtain \$2 per capita State Aid.

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Objectives:

- a. Develop and implement a plan to increase participation in the statewide summer reading program.
- b. Develop an outreach campaign to assist citizens in the selection of books for children.
- c. Study information needs of workers in child care centers which can be met by public libraries.

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community.

Objectives:

- a. Develop and conduct an orientation workshop for new library trustees which can be replicated annually.
- b. Investigate and issue a report on alternative methods of delivering continuing education to local libraries.

Goal 4. Provide technical assistance in planning for and management of library resources.

Objectives:

- a. Provide training and consultation services on electronic information and organization of electronic information.

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Objectives:

- a. Develop and begin implementation of a comprehensive public relations/information program.

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

Objectives:

- a. Develop a three-year plan for the Library of Congress designated Center for the Book.
- b. Develop an operational plan for the State Library Foundation.

Goal 3. Develop strategies for increasing funding for libraries in South Carolina.

Objectives:

- a. Decrease the State Library's dependency upon federal funds for operations.

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Objectives:

- a. Conduct a study of interlibrary loan activity in South Carolina public libraries.
- b. Investigate the feasibility of the use of shared information databases on a statewide basis.

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

Objectives:

- a. Assure that State Library staff serve on state government teams/committees involved with information management and delivery.

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Objectives:

- a. Prepare a staff development policy and implementation procedures.

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

Objectives:

- a. Conduct a feasibility study on facilities for Senate Street building and DBPH.

Approved by the State Library Board July 24, 1996.

SOUTH CAROLINA STATE LIBRARY

Annual Business Plan 1996-1997

Introduction

The State Library's Annual Business Plan 1996-97 supplements the Annual Goals and Objectives Plan 1996-97 which is based upon the State Library's Strategic Plan, 1996-1999. The Annual Business Plan contains actions, timeframes, and departmental and/or committee/team assignments. Abbreviations used are:

A=Administration
B=Blind & Physically Handicapped
L=Library Development
N=Network Services
R=Reader Services
T=Technical Services
CE=Continuing Education Committee
HP=Home Page Team
PR=Public Relations Committee

STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Objectives:

- a. Develop a plan to expand access to State Library's Interlibrary Loan Service to all secondary schools in the state. (1st quarter - 4th quarter) (A)

Actions:

- 1) Analyze use statistics of pilot schools. (1st quarter)
- 2) Develop budget request. (1st - 2d quarters)
- 3) Survey pilot schools to gather "success stories". (2d quarter)
- 4) Develop promotion campaign. (2d quarter)
- 5) Support budget request. (3d - 4th quarters)

- b. Provide online access to the South Carolina Union List of Periodicals via the Internet. (2d quarter - 3d quarter) (N)

Actions:

- 1) Network Services will meet with Karen Warren/technical support staff of USC Medical School library to determine access, searching techniques, etc., for periodical database. (2d quarter)
- 2) Make necessary technical arrangements, including addition to SCLN menu, home page (working with HP Team), etc. (2d - 3d quarters)
- 3) Publicize availability and provide instructions (3d quarter)

- c. Provide online access to detailed holdings of the State Library's periodicals collection. (1st quarter - 4th quarter) (T)

Actions:

- 1) Purchase DRA Serials module. (1st quarter)
 - 2) Complete retrospective conversion for all current periodical titles. (1st - 4th quarters)
 - 3) Explore training opportunities and investigate the implementation and operations of other DRA sites using the serials module. (3rd - 4th quarters)
 - 4) Study documentation to prepare for the implementation of the DRA serials module. (3d - 4th quarters)
 - 5) Plan the installation of the DRA serials module with the Network Services Department. (4th quarter)
 - 6) Provide training to the appropriate Technical Services staff members. (4th quarter)
- d. Enhance the State Library's home page and encourage citizens, libraries, and state government employees to use it as an access point for information. (1st quarter and ongoing) (R/HP)

Actions:

- 1) Home Page Team develops and mounts a major new component, "South Carolina Reference Room," to SCSL's home page. (1st quarter)
 - 2) Identify new initiatives for the home page and develop related content. (Ongoing)
 - 3) Develop a plan in conjunction with the PR Committee to publicize and demonstrate the home page. (1st quarter and ongoing)
- e. Develop a pilot project for local libraries to access the State Library's Interlibrary Loan Service via the Internet. (2d quarter - 3d quarter) (N)

Actions:

- 1) Form a team with ILL/Reader Services to work on project and determine goals. (2d quarter)
 - 2) Determine suitability of Visual Basic for ILL subject, etc., requests to be entered on-line; possibly contract with Bill Schmidt to design request program. (2d - 3d quarters)
 - 3) Test use of online request format with selected libraries before releasing final product. (3d quarter)
- f. Update the SC Foundation Directory and provide online access. (1st quarter - 4th quarter) (R)

Actions:

- 1) Assess the method needed to produce a revised version (paper and electronic) of the directory. (1st quarter)
- 2) Revise all SC foundation profiles. (2d quarter)
- 3) Publish and market a print version of the directory. (3d quarter)
- 4) Develop a database on SC foundations for use by the public. (4th quarter)

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Objectives:

- a. Develop a plan to make State Library databases accessible to both in-house and remote users who are unable to read computer screens due to a disability. (1st - 4th quarters) (N)

Actions:

- 1) Form team with select BPH staff and others to determine objectives and plan; involve potential users at various times. (1st quarter)
 - 2) Gather and review information on activity at other sites, availability of appropriate hardware/software, access points, suitable databases/CD-ROMS, etc. (2d - 3d quarters)
 - 3) Obtain, load, and learn new DRA/BPH software. (Scheduled for release Spring 1997)
 - 4) Target blind computer users who can assist with testing and development. (3d quarter)
 - 5) Bring up dial/other access to the BPH PAC. (3d -4th quarters)
 - 6) Examine suitability of and access to other databases/ CD-ROMS at both SCSL sites. (4th quarter)
 - 7) Provide for continuous review of resources/access. (on-going)
- b. Develop a mechanism for encouraging state government agencies and South Carolina libraries to design home pages and web sites easily accessible by blind and low vision computer users. (2d quarter) (B)

Actions:

- 1) Identify guidelines and resources for creating home pages for people with visual impairments. (2d quarter)
 - 2) Disseminate information to agency directors, IT personnel, IT Advisory Committee and public library directors. (2d quarter)
- c. Develop and implement an action plan encouraging public libraries to promote the use of DBPH services. (2d quarter and ongoing) (B/PR)

Actions:

- 1) Develop a promotional campaign to recognize public libraries with programs for persons with disabilities. (2d quarter)
- 2) Develop a brochure explaining procedures for establishing and promoting local library deposit/demonstration talking book collections. (3d quarter)
- 3) Develop a mechanism for follow-up with established deposit/demonstration collections. (3d quarter)
- 4) Issue a formal memorandum and offer free TBR7 (Talking Book Topics, diskette format) subscriptions to county libraries that have adaptive computer reading equipment. (3d quarter)
- 5) Disseminate to county libraries relevant information received from NLS. (Ongoing)
- 6) Disseminate, as developed or identified, model accommodations policies and other information that will assist libraries in their efforts to make collections and services accessible. (Ongoing)

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

Objectives:

- a. Investigate providing cataloging and database services for collections held by other state agencies. (1st - 4th quarters) (N)

Actions:

- 1) Network Services chairs the Database Services Team (Schneider, Walsh, Yeh) and provides technical support. (Ongoing)
- 2) Reader Services identifies possible clients for on-line catalog or Inform services. (Ongoing)
- 3) Members of the Database Team and/or other staff meets with potential clients to determine suitability of service, set schedule, negotiate agreements. (Ongoing)
- 4) Database Team performs assessment of the Database Services offered. (4th quarter)

- b. Develop methods for state government employees to place requests online. (R)

Actions:

- 1) Evaluate the need and possible advantages/disadvantages of the service. (1st quarter)
- 2) Conduct a pilot test project. (3d quarter)
- 3) Assess the results of pilot and begin (if appropriate) implementation procedures. (4th quarter)

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public library.

Objectives:

- a. Produce standards/guidelines for evaluation of public libraries and public library services. (1st quarter - 4th quarter) (L)

Actions:

- 1) Develop an outline and timetable to present to public library directors at an APLA meeting and for use with the public librarians appointed to the Standards
4
Committee. (1st quarter)
- 2) Submit a list of committee possibilities to State Library Director for his approval and appointment. (1st quarter)
- 3) Hold 1st committee meeting (December 12 or 13) to discuss philosophy/approaches, regulations, standards/measurements, guidelines/benchmarks (levels) (2d quarter)
- 4) Assign committee members various parts of the standards to work on during the 3rd and 4th quarters. (2d quarter)
- 5) Complete draft of proposed standards for submission to the SC State Library Board. (4th quarter)

- b.** Initiate a statewide library planning process involving all public library directors. (1st quarter - 3d quarter) (A)

Actions:

- 1) Notify directors that meeting will not be held until 3rd quarter due to uncertainty of LSTA. (1st quarter)
- 2) Plan program and develop agenda. (2d quarter)
- 3) Convene meeting. (3d quarter)

- c.** Develop a plan to meet requirements of new federal library legislation. (As soon as LSCA is funded or new LSTA Act is passed) (L)

Actions:

- 1) Meet with LSCA/LSTA Advisory Committee to obtain input. (As soon as LSCA is funded or new LSTA Act is passed)
- 2) Prepare documentation as required by the continuation of LSCA or as a result of the passage of LSTA. (As soon as LSCA is funded or new LSTA Act is passed.)

- d.** Obtain \$2 per capita State Aid. (2d quarter - 4th quarter) (A)

Actions:

- 1) Develop budget request based upon \$2. (2d quarter)
- 2) Support APLA's campaign for \$2, as appropriate. (3d - 4th quarters)

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Objectives:

- a.** Develop and implement a plan to increase participation in the statewide summer reading program. (1st quarter - 3d quarter) (L)

Actions:

- 1) Evaluate results of surveys sent to five libraries participating in special pilot project in 1996. (1st quarter)
- 2) Convene meeting in October of participating libraries to discuss evaluation and to plan. (2d quarter)
- 3) Develop ETV spot for use with schools. (2d quarter)
- 4) Write proposal for State Library Foundation fundraising and develop budget for submission to the Foundation. (3d quarter)

- b.** Develop an outreach campaign to assist citizens in the selection of books for children. (1st quarter - 4th quarters) (A/PR)

Actions:

- 1) Complete draft and layout of two children's reading lists. (1st quarter)
- 2) Print and distribute reading lists. (2d quarter)
- 3) Conduct promotion activities associated with lists. (2d - 3d quarters)
- 4) Complete work on two additional reading lists. (3d - 4th quarters)

- c. Study information needs of workers in child care centers which can be met by public libraries. (1st quarter - 3d quarter) (L)

Actions:

- 1) Survey county libraries re public library services provided to day care and compile results. (1st quarter)
- 2) Schedule a meeting with the Children's Services Advisory Council and representatives of the day care community and DSS to discuss and evaluate survey results and to plan. (2d quarter)
- 3) Develop a proposal for improving services based on day care input and determine costs and sources of funding. (3d quarter)

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community.

Objectives:

- a. Develop and conduct an orientation workshop for new library trustees which can be replicated annually. (1st quarter - 4th quarter) (L)

Actions:

- 1) Send welcoming letter from State Library Director to new trustees upon announcement of their appointment. (1st quarter)
 - 2) Develop packet of preliminary information which can sent to a new trustee when he/she is first appointed. (2d quarter)
 - 3) Develop a proposal for a regional or statewide orientation workshop or meeting which could be replicated at the same time every year for new trustees. (3d quarter)
- b. Investigate and issue a report on alternative methods of delivering continuing education to local libraries. (2d quarter - 3d quarter) (CE)

Actions:

- 1) Meet with University of South Carolina Distance Education Office. (2d quarter)
- 2) Determine location of ETV downlink sites around the state. (2d quarter)
- 3) Investigate with ETV the possibility of videotaping certain State Library CE offerings. (3d quarter)

Goal 4. Provide technical assistance in planning for and management of library resources.

Objectives:

- a. Provide training and consultation services on electronic information and organization of electronic information. (1st quarter - 4th quarter) (R)

Actions:

- 1) Provide consultation services on electronic information resources including assistance in: identification of appropriate products/services; making selection decisions based upon content, pricing and technical requirements to public libraries as well as state government employees. (Ongoing)
- 2) Develop and conduct formal training programs that focus on use of electronic information for both library staff and state government employees. (1st - 4th quarters)

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Objectives:

- a.** Develop and begin implementation of a comprehensive public relations/information program. (1st quarter - 4th quarter) (A/PR)

Actions:

- 1) Hire public information director. (1st quarter)
- 2) Develop three-year promotion plan and annual pr calendar. (2d quarter)
- 3) Present promotion plan to public library directors. (3d quarter)
- 4) Implement annual pr calendar. (1st - 4th quarters)

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

Objectives:

- a.** Develop a three-year plan for the South Carolina Center for the Book. (2d quarter) (A)

Actions:

- 1) Name advisory committee. (2d quarter)
- 2) Assign managerial responsibilities. (2d quarter)
- 3) Inventory existing book activities sponsored by libraries and educational institutions and seek co-sponsorship. (2d quarter)
- 4) Establish budget. (2d quarter)
- 5) Outline promotional activities. (2d quarter)
- 6) Compile plan. (2d quarter)

- b.** Develop an operational plan for the State Library Foundation. (2d quarter - 4th quarter) (A)

Actions:

- 1) Expand board membership. (2d quarter)
- 2) Prepare detailed operational plan for summer reading project. (2d quarter)
- 3) Develop promotional materials. (3d quarter)
- 4) Identify other possible projects. (3d quarter)
- 5) Begin solicitation campaign. (3d - 4th quarters)

Goal 3. Develop strategies for increasing funding for libraries in South Carolina.

Objectives:

- a. Decrease the State Library's dependency upon federal funds for operations. (1st quarter - 4th quarter) (A)

Actions:

- 1) Identify expenses that can be shifted to state using FY96 carry over funds. (1st quarter)
- 2) Develop FY97 state budget request to include new funding for operations. (2d quarter)
- 3) Seek approval of State Library budget request. (3d - 4th quarters)

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Objectives:

- a. Conduct a study of interlibrary loan activity in South Carolina public libraries. (2d quarter - 4th quarter) (A)

Actions:

- 1) Form a team with ILL/Reader Services to determine objectives; plan the project; and review available statistics/surveys. (2d quarter)
- 2) Devise a survey and distribute it to public libraries to determine ILL objectives, current methods of document delivery, etc. (3d -4th quarters)
- 3) Review returns and issue a report and make recommendations. (4th quarter)
- b. Investigate the feasibility of the use of shared information databases on a statewide basis. (1st quarter - 4th quarter) (A)

Actions:

- 1) Survey status of public library access to Internet. (1st quarter)
- 2) Assess the effectiveness of the FirstSearch demonstration project. (2d quarter)
- 3) Develop cost estimates for shared database project. (2d quarter)
- 4) Present findings to public library directors. (3d quarter)

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

Objectives:

- a. Assure that State Library staff serve on state government teams/committees involved with information delivery. (Ongoing) (A)

Actions:

- 1) Participate as a key agency in the prototype South Carolina Information Locator Service (SCILS) (Ongoing)
- 2) Attend all Information Technology (IT) Advisory Committee meetings. (Ongoing)

- 3) Communicate regularly with staff of Information Resources Council (2d quarter and ongoing)

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Objectives:

- a. Prepare a staff development policy and implementation procedures. (2d quarter - 3d quarter) (A)

Actions:

- 1) Prepare staff development policy and submit to State Library Board. (2d quarter)
- 2) Designate a staff committee to assess and identify for staff training needs. (3d quarter)
- 3) Compile staff development guidebook. (3d quarter)

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

Objectives:

- a. Conduct a feasibility study on facilities for Senate Street building and DBPH. (1st quarter - 3rd quarter) (A)

Actions:

- 1) Investigate possibility of creating training room. (Senate Street) (1st - 2d quarters)
- 2) Determine space needs in both locations. (2d quarter)
- 3) Evaluate Archives and History building for possible State Library expansion. (3rd quarter)